



## Baltimore City Department of Human Resources

Martin O' Malley, Mayor

**EXAMINATION FOR:** WATER SERVICE REPRESENTATIVE

**SALARY:** \$24,756 - \$28,596 **GRADE:** 78

**CLOSING DATE:** October 6, 2006 is the last day to file an application.

**POSITION:** A Water Service Representative visits properties in Baltimore City and surrounding counties with delinquent water service accounts to receive payment or terminate water service at owner-occupied properties. Some overtime and callback work may be required.

The eligible list may be used to hire persons as vacancies arise.

**MINIMUM QUALIFICATIONS:** On or before the date of filing the application, each candidate must:

Have a valid Maryland Class C Noncommercial driver's license or an equivalent out-of-state driver's license acceptable to the Office of Risk Management;

AND

Have graduated from an accredited high school or possess a GED certificate;

AND

Have two years of customer service work.

Six months of experience in terminating and renewing utility service may be substituted for each year of the high school or GED requirement.

One year of college may be substituted for six months of the experience requirement for up to one year of the required experience.

**NOTE:** YOUR LICENSE MUST BE RECORDED ON YOUR APPLICATION AND WILL BE VERIFIED BY THE APPOINTING AUTHORITY. PROVISIONAL DRIVER'S LICENSES AND LEARNER'S PERMITS ARE NOT ACCEPTABLE.

**SELECTION PROCESS:** The examination will consist of a multiple choice test. Candidates are required to make a converted score of not less than 70 on a scale of 100. The license, training and experience of each candidate will be evaluated for appropriateness and quantity. It is essential, therefore, that you give complete and accurate information on your application. Vagueness or omission may prevent you from being considered for this position. Qualified candidates will be graded, with appointment made from all candidates within the top five scores.

**NOTE:** Those eligibles who are under final consideration for appointment will be required to authorize the release of criminal conviction information from the Maryland State Police.

34321 (040197) 78 G (2) M  
KR/mb POSTED: 09/25/06

Apply to: Baltimore City Department of Human Resources · 201 East Baltimore Street · Suite 100 · Baltimore, Maryland 21202 · (410) 396-3860

For additional job opportunities information, call (410) 545-3875

For the Hearing impaired: TTY 396-4930

**An Equal Opportunity Employer**

[www.baltimorecity.gov](http://www.baltimorecity.gov)

(see reverse side)

**APPLICATIONS:** Applications may be obtained by mail or in person from the Baltimore City Department of Human Resources, 201 East Baltimore Street, Suite 100, Baltimore, Maryland 21202.

**PHYSICAL EXAMINATION:** Eligible candidates must pass a job-related physical examination administered by the City.

**TESTING FOR DRUGS:** Effective October 1, 1994, the City's pre-employment physical examination for all applicants will include substance abuse testing. Substance abuse testing shall also be required prior to promotion to a sensitive job classification.

**ELIGIBILITY:** Qualified candidates will be considered for vacancies as they arise, for a period of at least one year. The decision of the Director of Human Resources with respect to acceptable minimum qualifications is final.

**SERVICE FEE:** City employees who are represented by a union will be required to become union members or to pay a service fee as a condition of continuing employment after completion of a probationary period.

**PROBATION:** All persons, including current City employees, selected from an eligible list resulting from this examination will be on probation for six months.

**VETERANS' PREFERENCE:** Honorably discharged U.S. Armed Forces veterans (with 90 consecutive days active duty not including Reservists or National Guardsmen) having been Maryland State residents for at least 1 year prior to application who pass all parts of the examination are entitled to veterans' preference. **Veterans must have been discharged within the previous 10 years and must submit a DD214 at the time of application.** Late submissions will not be accepted.

**RESIDENTS' PREFERENCE:** Baltimore City residents submitting applications on or before the closing date who pass all parts of the examination are entitled to residents' preference. **At the time of application, a legible photocopy of a valid Maryland Driver's License or Maryland Identification Card issued by the MVA with a street address within the Baltimore City limits must be submitted.** Late submissions will not be accepted.

**SCOPE OF THE MULTIPLE CHOICE TEST:** The multiple choice examination is designed to evaluate each candidate's knowledge, skills and abilities in areas such as:

- Baltimore City streets and locations;
- Safe driving practices;
- Basic mathematics;
- Ability to follow directions.

**DATE OF MULTIPLE CHOICE EXAMINATION:** The multiple choice examination is scheduled for Saturday, November 11, 2006.

CANDIDATES INDICATING THE MINIMUM QUALIFICATIONS ON THEIR APPLICATIONS WILL BE NOTIFIED WHEN AND WHERE TO APPEAR FOR THE EXAMINATION. YOU WILL NOT BE ALLOWED TO SIT FOR THE EXAMINATION UNLESS YOU PRESENT YOUR MARYLAND DRIVER'S LICENSE OR MOTOR VEHICLE ADMINISTRATION ID OR EMPLOYEE PHOTO ID CARD TO THE TEST MONITOR PRIOR TO THE TEST ADMINISTRATION.



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